

Energy Planner: A new way to help lower your electric bill

What if you could have electricity at a lower cost than Tampa Electric's standard rate? With Energy PlannerSM, customers living in single-family homes* can take advantage of lower rates for electricity that are available 87 percent of the year.

Signing up for the program is free.

When you sign up for Energy Planner, Tampa Electric will install in your home, at no cost to you, an easy-to-use thermostat. This

thermostat lets you program how appliances that consume the most energy – your central heating and cooling system, electric water heater and pool pump – will operate according to the ways you choose to balance your comfort and the energy you want to save. As a pilot program, Energy Planner saved participating customers up to 10 percent annually on energy costs.

Energy Planner has four electricity pricing rates: Low, Medium, High and Critical. Your usage, the time of day

and day of the week affect the price you pay. Save money by using the thermostat to program your air conditioning and heating equipment to run a little less during higher-cost periods. Critical rates, based on

critical electric system demand, will not be active more than 1.5 percent of the total hours in a year.



Visit tampaelectric.com to learn more about

how Energy Planner can help you manage your electric bill. Or call the phone number listed on page 3 for Tampa Electric Customer Care that serves your area (Select *Home Account*, then *Energy Saving Programs* to reach Energy Management Services).

** Due to equipment compatibility limitations, Energy Planner is not currently available for multifamily, mobile and manufactured homes.*

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tampaelectric.com/saveenergy

Packing hope into helping the needy

Tampa Electric Revenue Recovery Investigator **Linda Teresi** makes it a priority to spend time outside of work helping the needy.

Among the charities she contributes to is Metropolitan Ministries, an organization that donates food and basic services to those in need. Recently, Teresi worked on the organization's *Backpacks for Hope* program, participating in a drive that filled more than 200 backpacks with school supplies for underprivileged children.



In addition to Metropolitan Ministries, Teresi and other Tampa Electric team members participate in the Meals on Wheels program, a hot meal program for seniors and the disabled living in the downtown Tampa area.

“For those who volunteer, it only takes a little time to make a big difference,” Teresi said. “The organizations I work with are facing more and more people who need help. My hope is that more people will be able to help them.”

New displays at the Manatee Viewing Center

The Manatee Viewing Center, Tampa Electric's environmental education facility in Apollo Beach, launches its 24th season November 1, 2009, with new exhibits and educational displays. These include a hurricane simulator that lets visitors experience high winds and an exhibit of manatee bones.

Visitors also can enjoy a gift shop, snack café and a tidal walkway showcasing vibrant Florida plants, birds and butterfly gardens. In the clean, warm water discharge canal of Big Bend Power Station, manatees arrive when the water temperature of Tampa Bay falls below 68 degrees Fahrenheit.

An ideal destination for the whole family, the Manatee Viewing Center offers free admission and parking. Visit the center online for hours of operation, driving directions and more.

[»» Learn More <<](http://tampaelectric.com/manatee)

tampaelectric.com/manatee

Report a malfunctioning streetlight

With more than 200,000 streetlights and area lights in the communities we serve, Tampa Electric asks you to help us and your neighbors by notifying us if you see a malfunctioning light.

Identify a streetlight by its pole ID number and street location. If there is no ID number, Tampa Electric may not own or maintain the light. Submit the convenient *Lights Out* form at tampaelectric.com.

We ask that you include a description of the nature of the malfunction and provide your appropriate contact information so that we can acknowledge receipt of your notification and reach you, if needed, for more details about the light's location.

You also can report a malfunctioning streetlight at the phone number on page 3 for Customer Care that serves your area.

[»» Learn More <<](http://tampaelectric.com/residential)

tampaelectric.com/residential

SHARE for those in need

The SHARE program, a partnership between Tampa Electric and the Salvation Army, enables you to help low-income elderly and disabled customers pay their energy-related bills. The money you contribute to SHARE helps pay home energy-related costs, including natural gas, bottled gas, oil and electric bills. Every dollar you donate goes directly to SHARE.

Customers who qualify for SHARE benefits must have temporary or permanent disabilities or be age 60 or over. To learn about other eligibility options as determined by the Salvation Army, as well as where to send your tax-deductible donation, call **813-226-0055**.



[»» Learn More <<](http://tampaelectric.com/community)

tampaelectric.com/community

New peaking units online

Five new 60-megawatt peak generation units, installed at two Tampa Electric power stations, give the company greater reliability and operating flexibility – and the capacity to serve up to 65,000 homes – in an environmentally responsible manner. As of September, all five of the new units were in operation.

Four of the new peaking units use natural gas at the H.L. Culbreath Bayside Power Station in Tampa. The fifth unit, which has the ability to run on either natural gas or fuel oil, is at the Big Bend Power Station in Apollo Beach. During times of peak demand, when homes and businesses are using more electricity, the new units enable the company to serve its customers with greater reliability and fuel savings. In 2009, these peaking units are expected to provide Tampa Electric customers with more than \$3 million in fuel savings.

Another way the new units benefit customers is through “quick start” and “black start” capabilities. With quick start, Tampa Electric can take the units from off to full-load

status within 10 minutes, providing a more economical way for the company to maintain operating reserves required to respond to system demand variations or supply disruptions. Black start capability lets the company bring electricity to customers even if a hurricane or major storm causes the community’s electric grid to lose power, or go “black.” These self-sufficient peaking units can then use their power to start Tampa Electric’s larger generating units, and in turn provide customers the power they need at these critical times.

By using clean-burning natural gas, the new peaking units enhance Tampa Electric’s environmental program to reduce emissions across its fleet of power stations. With overall reductions since 1998 of sulfur dioxide (93 percent) and nitrogen oxide (90 percent by 2010), in addition to others, Tampa Electric has become an industry leader in emissions reductions while maintaining reliability as a top priority.

>> Learn More <<

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WELLNESS TIP

The Centers for Disease Control (cdc.gov) recommends the following toothbrush tips: Do not share toothbrushes; rinse your toothbrush thoroughly with tap water and let it air-dry when finished brushing; and replace your toothbrush every three to four months. It is not necessary to soak your toothbrush in a disinfectant solution or store it in a closed container.

To search for job openings, visit tampaelectric.com and click *Careers*.

We're here to serve you:

Remember, you can handle almost all your account needs and hear a list of payment agencies by using our automated phone system. Just follow the voice options when you call – it’s easy.

Customer Care:

Hillsborough: 813-223-0800
Polk: 863-299-0800
Others: 1-888-223-0800
Toll Free

Power Outages:

1-877-588-1010
Toll Free

Open Lines is also available online at tampaelectric.com. All offers are redeemable with a printed copy of this issue.

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Sean Carleton
Energy Analyst

TECO
TAMPA ELECTRIC

Creature Comforts

Our free Energy PlannerSM Program can help you find the balance.

Balancing the comforts of life with the need to save energy is easier with Energy Planner. This program helps you conserve energy by setting your heating and cooling system, electric water heater and/ or pool pump to correspond to varying electricity prices. Visit tampaelectric.com for details.



tampaelectric.com



PUT A CAP ON POWER SURGES

Protect your home electronics and major appliances from damaging high-voltage surges with Zap Cap Systems[®]. Designed as a two-layer system, Zap Cap includes a primary meter-based unit and in-home plug-in protectors. To learn more and sign up, visit tampaelectric.com/surgeprotection or call toll-free 1-877-SURGE-22 (1-877-787-4322).

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